

Community Resources

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Food Assistance

Programs like Meals on Wheels, Delaware 2-1-1, and

General Assistance continue to operate.

Meals on Wheels

Continues to serve hot, nutritious meals to vulnerable Delawareans.

Delaware 2-1-1

United Way's Delaware 2-1-1 hotline and website provides links to critical services, including food needs

Contact: Dial 2-1-1 or dial 1-800-560-3372; text your Zip code to 898-211

Division of Social Services

Food Supplement Program (SNAP) – Apply online for Delaware's Food Supplement Program using the [DHSS Assist website](#). Learn more on the [Division of Social Services' website](#).

Contact: 1-866-843-7212

Child Meal Programs

Find local meal sites throughout the state, offering meals for children.

Delaware Department of Education

- [Department of Education Resources](#)
- [Student Meal Sites in Delaware](#)
- [Student Meal Sites in Delaware – Spanish](#)
- [Student Meal Sites in Delaware – Haitian Creole](#)

Delaware Department of Health and Social Services

- [Pandemic EBT in Delaware](#)

- [Pandemic-EBT in Delaware – Spanish](#)
 - [Pandemic-EBT Fact Sheet](#)
-

Housing

Resources for Homeowners

If you are having difficulty making a mortgage payment, you are encouraged to be proactive and reach out to your mortgage servicer for assistance and guidance as soon as possible. Explain the situation and ask if they can provide information on relief options that may be available to you.

For additional information on assistance for homeowners during this time, visit <https://www.consumerfinance.gov/about-us/blog/guide-coronavirus-mortgage-relief-options/>.

Resources for Renters

Due to overwhelming response, Delaware State Housing Authority is temporarily pausing application submissions for the Delaware Housing Assistance Program (DE HAP) as of April 24, 2020. Renters who are having difficulty paying their rent due to the COVID-19 crisis, should contact Delaware 211 by dialing 2-1-1 or visiting www.delaware211.org.

Effective March 25, Governor John Carney placed a moratorium on evictions, late fees and utility shutoffs until the State of Emergency is lifted. However, the moratorium does not relieve tenants of their obligation to pay rent, and any tenants who know they will not be able to pay their rent need to be in contact with their landlord as soon as possible to discuss their options.

Tenants who are being threatened with eviction by their landlords during the pandemic should contact the Delaware Legal Help Link at <https://delegalhelplink.org/> or the Delaware Community Legal Aid Society, Inc. (CLASI) at <http://www.declasi.org/> for assistance.

Governor Carney's [sixth modification to his State of Emergency declaration](#):

- Prevents landlords from evicting Delawareans from their homes during this crisis.
 - Prevents landlords from charging late fees or interest during the State of Emergency.
 - Prevents lenders from commencing foreclosures during this period. Residential mortgage foreclosures that began prior to Governor Carney's State of Emergency declaration will not move forward until the 31st day following the termination of the Governor's emergency declaration, at the earliest.
 - Prevents residential utility service companies from terminating service or charging fees for late payments for services.
-

Volunteer and Donate

[United Way of Delaware](#)

United Way has launched a host of initiatives to help those in need:

[United Way Volunteer Portal](#): Helps coordinate outreach and resources to those in need. Also find volunteer opportunities such as food distribution

[Delaware Does More:](#) COVID-19 Rapid Response Fund: Raising funds to address immediate needs

[Delaware 2-1-1:](#) Provides links to critical services, from housing and shelter information to transportation resources. Contact: 2-1-1 or 1-800-560-3372; text your Zip code to 898-211

Blood Donations

Whole blood, plasma and double red cell donations are critical right now. To help:

[Blood Bank of Delaware](#)

Social distancing and other precautions are being taken to ensure donor, staff and volunteer safety. If you are healthy and able to donate, [make an appointment online](#).

[American Red Cross of Delmarva](#)

Daily blood drive from 1-7 p.m. at Brandywine Town Center Community Building, 4050 Brandywine Parkway, Wilmington. Social distancing and other precautions are being taken to ensure donor, staff and volunteer safety. If you are healthy and able to donate, [make an appointment online](#) (use sponsor code “Brandywine”).

Medical Volunteers

[Delaware Medical Reserve Corps](#)

All medical personnel – including out-of-state, retired, or inactive – who wish to volunteer to assist Delaware's response to COVID-19 should sign up through the Delaware Medical Reserve Corps (DMRC). Go to the [ServDE link](#) – which is the State's emergency response database-and create a profile. You will be contacted by a DMRC representative. Providing complete contact and license information will expedite verifying your credentials. Questions can be directed to dmrc@delaware.gov.

Unemployment Benefits

[Delaware Division of Unemployment Insurance](#)

Delawareans can [file for unemployment benefits online](#).
For questions contact: uiclaims@delaware.gov or 302-761-8446

Funerals

During this unprecedented coronavirus disease 2019 (COVID-19) pandemic, funeral establishments must comply with Governor Carney's emergency declaration, as well as all guidance provided by the Centers for Disease Control and Prevention (CDC) and the Delaware Department of Health and Social Services' Division of Public Health. Funeral establishments are required to:

- Follow routine infection prevention, especially when coming into contact with a decedent with confirmed or suspected COVID-19;
 - Practice use of standard precautions and appropriate personal protective equipment (PPE);
 - Perform routine environmental cleaning;
 - Prohibit gatherings of ten (10) or more people, under the State of Emergency, until May 15, 2020 or the public health threat of COVID-19 has been eliminated (this includes the officiant and any other non-family members present during memorial services); and,
 - Advise funeral attendees of CDC guidance, such as encouraging those who are ill, and or at-risk (i.e. elderly and those who are immune-compromised), to stay home and following healthy habits such as social distancing, hand hygiene, covering cough and sneezes, etc.
 - In addition, the following guidance should be used to respectfully and compassionately care for the decedents during this distressing time:
 - [COVID-19 Guidance on Management of the Deceased \(April 13, 2020\)](#)
-

Houses of Worship

[Guidance for Houses of Worship](#) (Updated 6/14/20)

[DPH Guidance on Singing and Other Loud Vocalization](#) (Updated 6/5/20)

Grocery Stores

Many have special shopping hours for seniors and other vulnerable populations and/or have adjusted their store hours. More information available at the [Delaware Food Industry Council's website](#).

Grocery stores with adjusted hours and dedicated shopping for elderly or those who are immunocompromised:

[ACME](#)

- **Special:** 7 a.m.-9 a.m. Monday-Friday for elderly, pregnant women and immunocompromised persons
- **Adjusted:** Individual stores may have changed overall hours

[Aldi](#)

- **Special:** No senior shopping hours
- **Adjusted:** 9 a.m.-7 p.m. to allow for restocking and cleaning stores
- **Note:** Individual stores may have more limited hours or be closed entirely

[BJ's](#)

- **Special:** 8 a.m. – 9 a.m. daily senior shopping

[Costco](#)

- **Special:** 8 a.m. – 9 a.m. on Tuesday, Wednesday and

Thursday for senior shopping

Food Lion

- **Special:** 7 a.m. – 8 a.m. on Monday and Wednesday for senior shopping
- **Adjusted:** Individual stores may alter hours

The Fresh Market

- **Special:** 8 a.m.-9 a.m. Monday-Friday for senior and vulnerable populations

Giant

- **Special:** 6-7 a.m. for senior shopping

Janssen's Market

- **Special:** Seniors, first responders, vulnerable groups and caregivers can call 302-654-9941 to place orders and it will be delivered to you curbside

Lidl

- **Adjusted:** Hours are 8 a.m.- 8 p.m. to allow for restocking and cleaning

Produce Junction

- **Phone orders:** Call 302-674-3080 at 7 a.m. and place an order to pick up

Redner's

- **Adjusted:** Hours are 6 a.m.-9 p.m. to allow for restocking and cleaning

Safeway

- **Special:** 7 a.m.- 9.am. Monday-Friday for elderly, pregnant women and immunocompromised persons

- **Adjusted:** Individual stores may alter overall hours

Shop Rite

- **Special:** 6 a.m.-7 a.m. daily senior shopping
- **Adjusted:** Shop at home delivery service; curbside pick-up

Target

- **Special:** First hour each Wednesday for seniors and vulnerable populations
- **Adjusted:** Closing by 9 p.m. daily (or earlier for certain stores) to allow for restocking and cleaning

Walmart

- **Adjusted:** 6 a.m.-11 p.m. hours for 24-hour stores to allow for cleaning and restocking

Weis Markets

- **Special:** No senior shopping hour
- **Adjusted:** 7 a.m.- 9 p.m. new store hours
- **Note:** Discontinued online ordering with curbside pick-up

Zingo's Supermarket

- **Special:** 6 a.m.-7 a.m. daily for senior shopping

Share this video on grocery store special hours for vulnerable people (updated March 20, 2020)

Other Services

Recreational Camps

This document provides guidance for Recreational Camps that would like to open. The document is [Reopening Phase for Recreational Camps COVID-19 Guidance](#).

Internet Options

Comcast has increased access to Internet Essentials. [Read more about the initiative and qualifications here](#). To sign up [visit the Internet Essentials website](#) or call 1-855-846-8376 for English and 1-855-765-6995 for Spanish.

Amish Community

[COVID-19 Guidance for Delaware's Amish Communities](#) (updated 3/30/20)

For Nonprofits

The Delaware Alliance for Nonprofit Advancement has [resources for nonprofits on their website](#).

Personal Finance

[Find tips for Personal and Business Finance from the Delaware State Chamber of Commerce.](#)

Coronavirus

Individuals with general questions about coronavirus can call [2-1-1](#) or text your ZIP code to 898-211 for deaf and hard of hearing. For those with specific health-related questions,

email us at DPHCall@delaware.gov.

Contact your primary health care provider if you have concerns about symptoms, particularly those with fever and coughing or shortness of breath.

What you can do to mitigate the impact of COVID-19:

- Wear a [face covering in public](#)
- Maintain social distancing (at least 6 feet from others)
- Practice good hand hygiene
- Cough or sneeze into your elbow
- Clean frequently used surfaces often
- Don't go to work if you are sick
- Call your doctor about [testing](#) if you are experiencing symptoms



[Reopening Plan](#)

[Testing](#)

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DATA DASHBOARD

[See More Data at My Healthy Community](#)

RESOURCES

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TAKE ACTION NOW

[I Can Help](#)

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Text “add” to 302-460-2501 for text

updates from the State of Delaware.

Frequently Asked Questions

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General

What is a Coronavirus Disease 2019 (COVID-19)?

A novel coronavirus is a new coronavirus that has not been previously identified. It is named for the crownlike spikes that protrude from its surface. The virus causing coronavirus disease 2019 (COVID-19), is not the same as the coronaviruses that commonly circulate among humans and cause mild illness, like the common cold.

What is DPH doing?

- We are in contact with the Centers for Disease Control and Prevention (CDC), as well as other local, state, and national partners to share information.
- We have sent information to health care providers around the state with current recommendations for screening and testing for COVID-19, as well as to EMS and home health care providers regarding proper protection procedures.
- We are holding frequent calls with staff and our state and health care provider partners to stay up to date with the latest updates.
- We are sharing messaging with partners and the public as it becomes available.
- This is a rapidly evolving situation, so information and recommendations are likely to change quickly as well. We will continue to learn more in the coming days and share new information as it is available.

How does it spread?

- Through the air by coughing and sneezing
- Close personal contact, such as touching or shaking hands
- Touching an object or surface with the virus on it, then touching your mouth, nose, or eyes

Who is at risk?

- Individuals 60 years of age and older.
- Individuals with chronic health conditions, such as diabetes, lung disease, or heart disease.
- Individuals who are immunocompromised or have medical needs.
- Individuals with access or functional needs.
- Individuals who are homeless or experience housing instability.

What are the symptoms?

For confirmed COVID-19 infections, reported illnesses have ranged from infected people with little to no symptoms (similar to the common cold) to people being severely ill and dying:

- Fever
- Cough
- Shortness of breath
- New loss of taste or smell
- Aches or muscle pain
- Sore throat
- Chills or repeated shaking with chills

I have shortness of breath, a fever, and a cough. What do I do?

- If you experience all three symptoms (fever, cough, and shortness of breath), call your health care provider before you go in-person to the clinic or doctor's office.
- Your health care professional will work with the Delaware Division of Public Health to determine if you need to be tested for COVID-19.
- Stay home, rest, and avoid others. Most people with mild

COVID-19 illness will recover on their own by drinking plenty of fluids, resting, and taking pain and fever medications.

- Fourteen days is the presumed incubation period for this virus, so remaining at home and avoiding groups for this time will ensure that you do not spread the virus in the community if you develop symptoms.
- If you are unsure what you should do, contact the Division of Public Health Call Center at 1-866-408-1899 to discuss your concerns and next steps.

How worried should I be?

- The Centers for Disease Control and Prevention (CDC) has warned that Americans should brace for the likelihood that the virus will continue to spread in the U.S.
- To help protect those who are most vulnerable, adhere to the CDC recommendations for social distancing (6 to 10 feet away from one another) and cancel or reschedule unnecessary travel, gatherings, and community engagement.
- If you are worried, self-monitor for symptoms. As soon as you experience all three symptoms (fever, cough, and shortness of breath), call your health care provider.
- More information is available at <https://coronavirus.delaware.gov/vulnerable-populations/>.

How do I keep myself and my family safe?

- As of June 1, 2020 Delawareans are no longer under stay-at-home orders. We all still need to continue to take precautions like staying at least 6 feet apart from others, wear a face covering, and:
 - Wash your hands frequently and thoroughly with soap and hot water. If you do not have access to

soap and water, use hand sanitizer until you can wash your hands.

- Avoid touching your face or mouth with unwashed hands.
- Sneeze or cough into your elbow, and if you use a tissue, throw it away immediately.
- If you are sick, stay isolate from others in your household.
- Check the "[What You Can Do](#)" section of this website for updates.

Should I travel?

- CDC does not generally issue advisories or restrictions for travel within the United States. However, cases of coronavirus disease (COVID-19) have been reported in many states, and some areas are experiencing community spread of the disease. Crowded travel settings, like airports, may increase chances of getting COVID-19, if there are other travelers with coronavirus infection. There are several things you should consider when deciding whether it is safe for you to travel.
- **Check the CDC website for more information:**
<https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-in-the-us.html>.

How contagious is the virus?

- People are thought to be most contagious when they are most symptomatic (the sickest). Some spread might be possible before people show symptoms. There have been reports of this occurring with this new coronavirus, but this is not thought to be the main way the virus spreads.
- Check the CDC website for more information:
<https://www.cdc.gov/coronavirus/2019-ncov/prepare/transm>

[ission.html](#)

Is there a treatment?

There is no specific antiviral treatment recommended for COVID-19. People with COVID-19 should receive supportive care to help relieve symptoms. For severe cases, treatment should include care to support vital organ functions. People who think they may have been exposed to COVID-19 should immediately call ahead to their health care provider before visiting a clinic, doctor's office, or hospital in person.

How can people help stop stigma related to COVID-19?

People can fight stigma and help, not hurt, others by providing social support. Counter stigma by learning and sharing facts. Communicating the facts that viruses do not target specific racial or ethnic groups and how COVID-19 actually spreads can help stop stigma.

Should I wear a mask to prevent catching coronavirus disease?

You should wear a cloth face covering or mask whenever you are in a public setting, according to the [thirteenth modification of the State of Emergency declaration](#). This is to protect others from the risk of getting infected. Public settings include grocery stores, convenience stores, pharmacies, doctor's offices, and public transportation. Businesses and services can refuse entry to individuals who do not have a face covering. Delawareans are urged to use cloth face coverings and reserve medical-grade masks for use by health care workers and first responders. Delawareans wearing a face covering should practice strict hand-washing before and after touching the face covering, according to the Delaware Division of Public Health (DPH). Face coverings are NOT a replacement for washing hands, practicing

physical distancing, and staying home. Delawareans who are sick should wear a face covering over their nose and mouth if they must be around other people – even while at home. Governor Carney’s order does not require children aged 12 or younger to wear a face covering. Any child 2-years-old or younger **MUST NOT** wear a face covering, due to the risk of suffocation.” The use of face masks is also crucial for health workers and other people who are taking care of someone infected with COVID-19 in close settings (at home or in a health care facility). Read more about [Guidance for Face Coverings](#).

Should my organization cancel an upcoming event?

All individuals, when in public, (e.g. parks, outdoor recreation areas, shopping areas), should maximize physical distance from others. **Social settings of more than 10 people, where appropriate distancing may not be practical, must be avoided (e.g. receptions, trade shows).** The number of individuals in a particular location will be strictly controlled in order to make sure that safe social distancing is maintained. Some of these limits are addressed for individual industries in the [industry guidance](#), but where it is not otherwise stated, **the upper limit is 30% of fire code occupancy (excluding staff) for Phase 1 (starting June 1, 2020).** Fully unenclosed outdoor gatherings of up to 250 people are permitted if public health precautions are in place to protect against the spread of COVID-19 ([read the guidance](#)). Read more about [Phase 1 reopening here](#).

What should older people do to stay safe?

The CDC says early data suggests that people 60 and older are twice as likely to suffer a serious illness from coronavirus disease than younger people. For seniors and people with serious chronic health conditions such as heart and lung disease, diabetes and cancer, the CDC recommends that they “avoid crowds as much as possible.” Other suggestions:

- Stay home as much as possible and avoid crowds,

especially in poorly ventilated space.

- Stock up on supplies, including medications, food and other household items.
- When you go out in public, including to doctor appointments or dialysis, keep away from others who are sick, limit close contact and wash your hands often.
- Take everyday precautions to keep space between yourself and others.
- Have a plan if you get sick, and communicate often with relatives, friends or neighbors.
- For more information, see the CDC's [recommendations](#).

What does isolation mean, and how is it different from quarantine?

Isolation and quarantine help protect the public by preventing exposure to people who have or may have a contagious disease.

- Isolation separates sick people with a contagious disease from people who are not sick.
- Quarantine separates and restricts the movement of people who were exposed to a contagious disease to see if they become sick.

Source: <https://www.cdc.gov/quarantine/index.html>

Does COVID-19 affect animals?

For more complete guidance on COVID-19 and pets, please [click here](#).

How is 'recovery' defined in someone with COVID-19?

Individuals with a confirmed case of COVID-19 must maintain home isolation until at least 3 days have passed *since recovery began* -- defined as the end of a fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., the end of

their cough and/or shortness of breath); and, at least 7 days have passed *since symptoms first appeared*. After discontinuation of home isolation, persons must continue to avoid sustained close contact with others, maintain strict social distancing and hand hygiene, and not return to work for an additional 4 days (for a total of 7 days without symptoms) due to the possible risk of continued infectiousness. Persons may return to work after this 7-day period, however, they should continue to recognize the risk of infectiousness and self-monitor for symptoms.

Business

Does the order require that I obtain any paperwork, either as an employer or an employee of an essential business, to clarify that status?

- No, it does not, and no such paperwork is needed. A full list of essential industries can be found [here](#). If your business activity is designated as essential, your business is permitted to remain open as long as it follows all necessary CDC guidelines for safety at this time.

My employer says our business is essential, do I still need to report to work?

- Staffing questions should be addressed between employers and employees. As long as employers are following applicable guidelines on both leave and on the recent essential designation, then employees should handle any requests directly with

employers.

How do I determine if my business is designated as essential?

- The easiest way is to use the four-digit NAICS code associated with the business. If you are the owner of the business, you can locate your NAICS code by a) looking at your unemployment insurance forms, b) looking at your most recent tax returns, or c) searching Google for your industry followed by the term "NAICS code".
- If you are not the owner of your business, please contact your manager or other appropriate employment supervisor and ask them for clarification on the business status.
- Once you have your industry coded, you can use this [filterable search to find whether that industry is essential](#).

What happens if my business fails to comply with the order, either regarding our status as essential or non-essential, or with following CDC guidelines?

- Failure to follow CDC guidelines will result in closure on an individual firm basis until the State of Emergency is lifted. Businesses who continue to operate even if they have been deemed non-essential will be given an initial grace if their failure to comply was done after a good faith effort to clarify their status, but those who do not comply and knowingly do so will be subject to civil and in some cases criminal penalties.

What if my business has multiple NAICS codes?

- Follow the least restrictive code. If one code is deemed essential while others are not, the business should be considered essential unless further clarification has been given by the state to you directly or through an industry trade group.

Can I change my NAICS code to a code that is essential?

- The NAICS code that should be used is the NAICS code that the business had for their most recent unemployment and/or tax filings prior to the issuance of the State of Emergency. A business classified as non-essential who changes or adds a NAICS code in order to fall under the essential category will be subject to the same civil and criminal penalties as a company that knowingly fails to comply with the order.

Unemployment Benefits

How Do I File For Benefits Or Contact The Office With Questions?

Workers should file for benefits on the Delaware Division of Unemployment Insurance website at <https://ui.delawareworks.com/>. The phone lines are extremely busy and the Delaware Department of Labor (DOL) is working to add employees. Email your questions to uiclaims@delaware.gov and please include your name and claim/confirmation number, if you have one. DOL has

a Frequently Asked Questions flyer available via text – text uifacts to 555888, and available on their websites at dol.delaware.gov or ui.delawareworks.com. People can also call [302-761-8446](tel:302-761-8446) however, there is a longer than usual wait time to speak with a claims processor. For more information about the details around eligibility please see the [CARES Act FAQ's sheet](#) provided by Senator Tom Carper's office. [Sign up for weekly email Unemployment Updates for Delawareans](#). The email will also contain:

- Updates on UI claims processing procedures
- Links to employment resources
- Immediate employment opportunities for those affected by job loss due to the global pandemic

Visit [DOL on Facebook](#), where they are posting frequent videos and information about unemployment.

Are Claimants Required To Look For Work?

Work search requirements will be waived during the state of emergency for claimants filing for benefits as a result of the coronavirus outbreak.

If An Employee Receives Unemployment Benefits As A Result Of A Coronavirus-related Business Shutdown, Will The Employer's Unemployment Taxes Increase?

Unemployment benefits are proportionately charged to each employer based on weeks worked and wages earned in each individual's base period. Contributory employers could see an increase in their tax rate, which could result in higher taxes. Reimbursing employers would be charged dollar for dollar for benefits paid, which could result in higher than expected unemployment costs. Employers are able to apply for a rehire credit.

Is The Coronavirus Considered A Disaster, And Can I Receive Disaster Unemployment

Assistance?

If the president of the United States declares the coronavirus a national disaster, and if individuals experience a loss of work as a result, they may be eligible for unemployment benefits and/or Disaster Unemployment Assistance. If Delaware launches the Disaster Unemployment Assistance program the public will be notified.

Are Workers Required To Submit Medical Documentation If They Are Unemployed Due To Their Own Inability To Work Or The Need To Care For A Minor Child?

In most cases, yes. However, the agency recognizes the burden placed on the health care industry during this time and will waive this requirement during the state of emergency

If An Employee Is Ill Because Of The Coronavirus And Unable To Work Or Cannot Work Because They Must Care For A Family Member Who Is Ill With The Coronavirus Will They Be Eligible For Unemployment Benefits? What If A Worker Must Stay Home To Care For A Child?

Delaware will consider this employee temporarily laid off during the state of emergency. The employee should return to work as soon as they are released. If work is no longer available after the employee is released for work or the employee fails to return to work the agency will make a new determination.

If An Employee Is In Quarantine Because Of Suspicion Of Having The Coronavirus Will They Be Eligible For Unemployment Benefits?

Delaware would treat this situation as a temporary layoff. The employee should make every reasonable attempt to preserve their health so they are able to

return to work once released.

Does Delaware Have A Waiting Week?

Delaware no longer has a waiting week. Claimants should submit a weekly pay authorization the Sunday after a claim is filed and every week thereafter even if they have not yet received a payment.

Will Workers Qualify For Unemployment Benefits If The Coronavirus (Covid-19) Causes An Employer To Slow Down Or Cease Operations?

Unemployment benefits are available to individuals who are unemployed through no fault of their own. If an employer must shut down operations and no work is available, individuals may be eligible for unemployment benefits if they meet the monetary criteria. Employees who are working reduced hours may be eligible and must report their gross wages at the time they are earned, not paid. Delaware makes no distinction between part time and full time employees who are completely unemployed.

Congress passed new legislation to expand unemployment benefits. What does this legislation do and when will benefits be available?

The Coronavirus Aid, Relief, and Economic Security Act of 2020 (CARES Act) includes three key programs for workers affected by the Coronavirus. Federal Pandemic Unemployment Compensation (FPUC) Will provide an additional \$600 to claimant's weekly benefits. This added benefit is actively being disbursed for regular unemployment insurance benefit claims. Pandemic Emergency Unemployment Compensation (PEUC) Provides workers with up to 13 weeks for claims opened after July 1, 2019. Press Release: [Delaware Department of Labor Releases Guidelines on 13 Week Extension of Unemployment](#)

Benefits **Pandemic Unemployment Assistance (PUA)** Provides unemployment assistance to independent contractors, self-employed individuals, and religious/faith-based organizations affected by the coronavirus. Individuals requesting PUA will be able to apply for benefits beginning the week of May 11th, 2020.

What do self-employed, independent contractors, "gig," 1099 workers need to do to file for unemployment?

The Delaware Division of Unemployment Insurance is currently implementing a new system where claimants will be able to **apply the week of May 11, 2020**. DOL will be providing additional information as soon as possible. Visit the DOL website for updates at dol.delaware.gov. In the meantime, collect the following information and get it ready to submit once the system is implemented: Gather the **Proper Documents**:

- Driver's license or state issued identification
- State of Delaware business license number (if applicable) [find your business license number on the Division of Revenue's website](#)

Your **Earnings Records for 2019**, which include (if applicable):

- Tax returns
 - Last year's income tax statement or quarterly earnings statement
- 1099 forms
- Pay stubs
- Bank statements
- W2

Gather Information:

- Social security number or ITIN
- If you are not a citizen of the United States, your A Number (USCIS Number)
- Your residential address
- Your mailing address (if different from residential address)

- Your telephone number
- Your email address
- Your date of birth
- If you want to use direct deposit for payment, your bank account and routing numbers. All others will receive payment via debit card.

I have exhausted my unemployment claim, are there extensions?

If your benefits exhausted or expired between the dates of **July 1, 2019** and **Saturday, April 18, 2020**, you will need to apply for the 13-week extension after 8:00 AM on Sunday April 19, 2020 by visiting ui.delawareworks.com and completing an application for benefits. If you are **currently receiving unemployment insurance benefits and they will not exhaust or expire until after Sunday April 19, 2020**, you do not have to take any action. When your current benefits have been exhausted, your additional 13-week extension will automatically begin.

How much will my Unemployment Insurance benefits be? I receive most of my income from tips, am I eligible for Unemployment Claims?

The maximum weekly benefit amount (WBA) in Delaware is **\$400 per week**. An individual's benefit amount is determined by wages reported by your employer in the base period. You can make up to 50% of your weekly benefit and still qualify for your full benefit amount. Please refer to the [claimant handbook](#) for the Unemployment Insurance benefit amount calculation. **The Federal Pandemic Unemployment Compensation (FPUC) will provide an additional \$600 to claimant's weekly benefits, which is an added benefit disbursement for regular unemployment insurance benefit claims.**

How long will it take to receive my benefits?

The Delaware Department of Labor makes every effort to pay eligible claims within 10-14 days due to the current

circumstance. This is pending all information received is accurate and timely. If you have specific questions about your claim, please visit ui.delawareworks.com or send an email to: uiclaims@delaware.gov for more information. **To check on the status of your benefits, call the hotline.** The hotline will let claimants know if a payment was made. The Information Hotline, at (800) 794-3032 or (302) 761-6576 is available 7 days a week, 24 hours per day.

Stay at Home Order

[Is the Stay at Home order still in place?](#)

The Stay at Home Order started Tuesday morning on March 24, 2020 at 8:00 a.m. and ended on May 31, 2020. Everyone is encouraged to continue to social distance (staying at least 6 feet apart from other people), wear a face covering, wash hands frequently, and avoid touching your face.

Out-of-State Self-Quarantine Order

[Is the Out-of-State self quarantine still in place?](#)

No, the out-of-state self quarantine ended on June 1, 2020. Those traveling to Delaware from out of state no longer need to self quarantine for 14 days upon arrival.

Testing and Symptoms

[How can I get tested for coronavirus?](#)

- To be tested, a referral from your provider is required. (*Bayhealth patients will be pre-screened via phone without needing to see a provider first). Symptoms include: fever AND either cough OR difficulty breathing, body aches and sore throat. Contact your primary care provider if you have one. Those without a healthcare provider should call the DPH Call Center at 1-866-408-1899.
- There are some community testing sites that do not require a referral, but may require an appointment. [Please visit the Testing page](#) for more information and a list of community testing events.

[What should I do if I think have coronavirus symptoms?](#)

- If you have a primary care provider, please call them for further information. If you do not have a health care provider, please call the DPH Call Center at [1-866-408-1899](tel:1-866-408-1899).

[Can I find out if someone I know or came in contact with tested positive for COVID-19?](#)

- Due to restrictions in HIPAA and state privacy laws, the Division of Public Health is not permitted to provide that information. If you are

identified as contact of someone who tested positive in a high-risk setting (like a nursing home), the Division of Public Health will reach out to you.

Can I go to my medical/behavioral health appointment?

- Call your provider before your appointment to see if they are still conducting appointments. Many providers offer telemedicine services, call them in advance to find out if this is a service they offer. If you are unwell, please let your provider know and follow their guidance.

What should I do if I have been in contact with someone who tested positive for COVID-19 but I do not have any symptoms?

If you do NOT have any symptoms, wear a cloth face covering to protect others and self-monitor for symptoms for 14 days. If you develop symptoms, immediately call your primary care doctor.

Animals

Can I get COVID-19 from my pet?

Currently there is no evidence to suggest any animals, including pets or livestock, can spread COVID-19 infection to people.

Can I give COVID-19 to my pet?

Although there have been a few reports of pets becoming

sick with COVID-19 in the United States, this is a new virus and it is not fully understood. For this reason, it is recommended that people sick with COVID-19 limit contact with animals, just as you would restrict your contact with other people. There is some indication that pets can contract the virus from people in the household who have been sick with COVID-19. Out of an abundance of caution, persons ill with COVID-19 should have another member of your household or business take care of feeding and otherwise caring for any animals, including pets, whenever possible. If you have a service animal or you must care for your animals, including pets, wear a cloth face mask; don't pet, share food, kiss, or hug them, or allow your pet to lick you; and wash your hands before and after any contact with your pet, service animal, and their supplies. You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home.

If my pet was around someone who is diagnosed with COVID-19, should I be worried?

Since there have been a few confirmed reports of pets becoming sick with COVID-19 in the United States, it is still recommended that people sick with COVID-19 limit contact with animals. Contact your veterinarian if your pet displays any signs of illness.

What signs or symptoms would an animal with possible COVID-19 have?

Although there have been only a few reports of pets becoming sick with COVID-19 in the United States, it is still recommended that people sick with COVID-19 limit contact with their animals. If your pet shows any signs of illness, including respiratory or gastrointestinal symptoms, contact your veterinarian.

Is my pet safe to be around other pets? Should I practice social distancing?

It is recommended that pets and other animals from

different households be prevented from commingling at this time, out of an abundance of caution. If your pet is showing signs of illness, you should isolate it from all other pets in your household. When walking your dog, practice social distancing by keeping at least 6 feet between you and other people. If you cannot maintain social distancing, follow Delaware's guidance on wearing a face covering. Even though people might not feel sick or show symptoms, they can spread the virus.

If I need to be hospitalized for COVID-19, what do I need to do for my animals?

A family member, friend, or neighbor should be asked to care for your animals while you are hospitalized and until your isolation period has come to an end. Alternatively, you can contact your veterinarian or an animal boarding facility to coordinate boarding your pet while you are in the hospital.

I have heard of "coronavirus" infections in dogs, cats, and horses, and even a vaccine in dogs. Are these contagious to people?

Coronaviruses are a large family of viruses. Similar but different coronavirus species cause several common diseases in domestic animals which are not contagious to people. Many dogs, for example, are vaccinated for another species of coronavirus (Canine Coronavirus) as puppies. However, this vaccine does not cross protect for COVID-19. There is no vaccine for COVID-19 for animals or humans at this time.

I am ill with COVID-19, but my pet needs to see a veterinarian. What should I do?

Contact your veterinarian to see how they wish to proceed. They may be able to help you by telephone or video conference, or they may require that a healthy person bring the pet in for evaluation. In order to best protect their staff, they will likely have special instructions for you and your pet upon arrival, such as

keeping the pet in the car until time of examination; asking you to fill out paperwork from your car; and processing payment for services by telephone.

I heard there have been dogs and cats, and even a tiger, that have tested positive. Is my pet at risk?

A very small number of pets, including dogs and cats, have been reported to be infected with the virus that causes COVID-19 after close contact with people with COVID-19. There have been no reports of pets becoming sick with COVID-19 in the United States. To date, there is no evidence that pets can spread the virus to people. The first case of an animal testing positive for COVID-19 in the United States was a tiger with a respiratory illness at a zoo in New York City. Samples from this tiger were taken and tested after several lions and tigers at the zoo showed signs of respiratory illness. Public health officials believe these large cats became sick after being exposed to a zoo employee who was actively shedding virus.

I've heard there are studies showing cats and ferrets becoming infected with the virus that causes COVID-19. Do I need to worry about my own pets?

Experimental studies conducted in a laboratory setting indicate that cats and ferrets might be able to be infected with the virus that causes COVID-19 and transmit the virus to other animals. In a natural setting, it appears that it is rare that domestic animals are readily infected with SARS-CoV-2; however a few cases have been reported in the United States.

Can animals carry the virus that causes COVID-19 on their skin and fur?

At this time, there is no evidence that the virus that causes COVID-19 can spread to people from the skin or

fur of pets. Normal cleanliness and hygiene should be maintained for your pet. As a general precaution it is recommended that you wash your hands with soap and water after touching animals.

I am helping someone who is sick with COVID-19 by walking their dog/caring for their pet. How do I stay safe?

Always practice social (physical) distancing from the ill person, as well as from other persons when you're on a walk with a dog. Practice handwashing when entering the person's home. Avoid touching surfaces in the person's home as much as possible. Do not share food, kiss, or hug the pet, or allow the pet to lick you; and wash your hands before and after any contact with the pet and their supplies. You should not share dishes, drinking glasses, cups, eating utensils with the ill person or pet. After you attend to the pet and go home, wash your hands with soap and water for 20 seconds, and wash your clothes.

What should I do if I think my animal has the virus?

Call your veterinary clinic with any questions about your animal's health. In order to ensure the veterinary clinic is prepared to evaluate the animal, the owner should call ahead and arrange the hospital or clinic visit. Make sure to tell your veterinarian if your animal was exposed to a person sick with COVID-19, and if your animal is showing any signs of illness.

Can my animal be tested for COVID-19?

At this time, the State of Delaware, United States Department of Agriculture (USDA), and United States Centers for Disease Control and Prevention (CDC) do not recommend routine testing of animals for the virus that causes COVID-19 in people. Veterinarians who believe an animal should be tested will contact state animal health officials, who will work with public health and animal

health authorities to decide whether samples should be collected and tested.

Are veterinarians and pet supply stores open for business?

Essential veterinary care, pet food retail, and animal shelter operations are all deemed essential services in Delaware and therefore remain open to the public. It is recommended to call a facility prior to arrival for special instructions or changes to hours of operation.

Can I still adopt or foster an animal from an animal shelter at this time?

Yes. There is no evidence that any companion animals, including shelter animals, are a potential source of COVID-19 infection for people. Many animal shelters and rescues continue to look for foster care and adoption applicants.

How should I prepare for COVID-19 if I have a pet?

Take time now to make plans and prepare your pets in case you can no longer take care of your pets or have to go to the hospital due to COVID-19.

- Designate a trusted pet caregiver (family, friend, neighbor, colleague), who has a set of keys to your home, is familiar with your home and pet, knows your emergency plan, and has your contact information.
- Prepare pet care instruction documents for each of your pets with information on feeding, watering, health conditions, medications, etc.
- Make sure your pet is microchipped, the microchip is registered, and information is up to date. Your pet should always be wearing a collar or harness with identification.
- Make sure your pet's veterinary care and vaccines

are up to date. Organize your veterinary records so they are readily accessible.

- In addition to making sure you have a supply of your own medication, be certain you have at least 2-4 weeks of your pet's medication.
- Ensure you have an adequate supply of pet food, litter, and other consumable supplies.
- Have leashes and crates/carriers available in case your pets need to be transported.

I am experiencing financial hardship and am having trouble caring for my pet. Are there low cost or free pet-care resources available?

If you are seeking help for your pet, there are organizations in Delaware that may be able to help with low-cost veterinary care and vaccinations, spay and neuter, pet food bank, and sheltering. The Office of Animal Welfare has a listing of [community resources online for pet owners](#).

Face Masks

What is a cloth face covering?

A cloth face covering is a material that covers the nose and mouth. It can be secured to the head with ties or straps or simply wrapped around the lower face. It can be made of a variety of materials, such as cotton, silk, or linen. Research has shown that certain more densely-woven fabrics may be more effective. A cloth face covering may be factory-made or sewn by hand, or can be improvised from household items such as scarfs, T-shirts, sweatshirts, or towels.

How effectively do cloth face coverings prevent the spread of COVID-19?

The primary role of cloth face coverings are to reduce the release of infectious particles into the air when someone speaks, coughs, or sneezes, including someone who has COVID-19 but may not show symptoms. **Cloth face coverings are not a substitute for washing hands, physical distancing while performing essential activities, and staying home, but they may be helpful when combined with these actions.**

When should I wear a cloth face covering?

You are required to wear a face covering in public settings, including in grocery stores, convenience stores, pharmacies, doctor's offices, and on public transportation. Wearing a cloth face covering does not eliminate the need to physically distance yourself from others. If you are sick, you should wear a cloth face covering, over your nose and mouth if you must be around other people – even while at home.

How should I care for a cloth face covering?

Washing your cloth face covering frequently, ideally after each use, or at least daily is strongly recommended. Use a bag or bin to store cloth face coverings until they can be laundered with detergent and hot water and dried on a hot cycle. If you must re-wear your cloth face covering before washing, wash your hands immediately after putting it back on or adjusting the mask, and avoid touching your face. Discard cloth face coverings that:

- Have stretched out or damaged ties or straps
- No longer cover the mouth and nose
- Don't stay on the face
- Have any rips or holes in the fabric

Contact

Questions about coronavirus?

Individuals with general questions about coronavirus can call [2-1-1](tel:211) or text their ZIP code to 898-211 for those who are deaf and hard of hearing.

Hours are Monday-Friday 8:00 a.m. to 9 p.m. and Saturday-Sunday 9 a.m. to 5 p.m.

How can we help?

Required field - please select ▼

First Name

Last Name

Email

Your Message or Question

Submit

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SENDMAIL

You can also email directly:

- Medical-related questions related to testing,

symptoms, and health-related guidance can also be submitted by email at